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**From:** jayandjenn@verizon.net  
**Sent:** Thursday, February 19, 2009 12:47 PM  
**To:** Williams, Catrice (DTC)  
**Subject:** Verizon

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Hi my name is Jennifer Laprade and I am a verizon customer, and like the towns referenced in the Gazette, We here in Easthampton have had mutiple issues with both our phone line and our DSL.

Our phone line does everything from cut out, to not connecting to the people we dialed, at first I thought I kept mis-dialing but it became clear to me when I looked at the screen on my phone that I infact dailed the correct number. Our DSL service is very sluggish at times and there are time when we can't even connect.

I just wanted to say thank you and report our issues to you as well, so you can take care/report them to the proper people to get our service corrected, since we all pay a lot of money for thier services.

THank you for looking further into the serivce verizon provides.

Jennifer Laprade

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